DSL-N12U
11N 300MBps
Wireless ADSL Modem Router

Quick Start Guide

NOTE: For more details and advanced configuration instructions, refer to the user manual included in the Utility CD.

EC Declaration of Conformity

Inspiring Innovation • Persistent Perfection

We, the undersigned,

Manufacturer:	ASUSTek Computer Inc.
Address, City:	No.150, Li-Te Rd., Peitou, Taipei, 112 Taiwan
Country:	TAIWAN
Authorized representative in Europe:	ASUS COMPUTER GmbH
Address, City:	HARKORT STR. 21-23, 40880 RATINGEN
Country:	GERMANY

declare the following apparatus:

Product name :	**300Mbps Wireless ADSL Modem Router**
Model name :	**DSL-N12U**

conform with the essential requirements of the following directives:

☒2004/108/EC-EMC Directive

☒ EN 55022:2006+A1:2007	☒ EN 55024:1998+A1:2001+A2:2003
☒ EN 61000-3-2:2006+A2:2009	☒ EN 61000-3-3:2008
☐ EN 55013:2001+A1:2003+A2:2006	☐ EN 55020:2007

☒1999/5/EC-R &TTE Directive

☒ EN 300 328 V1.7.1(2006-05)	☒ EN 301 489-1 V1.8.1(2008-04)
☐ EN 300 440-1 V1.4.1(2008-05)	☐ EN 301 489-3 V1.4.1(2002-08)
☐ EN 300 440-2 V1.2.1(2008-03)	☐ EN 301 489-4 V1.3.1(2002-08)
☐ EN 301 511 V9.0.2(2003-03)	☐ EN 301 489-7 V1.3.1(2005-11)
☐ EN 301 908-1 V3.2.1(2007-05)	☐ EN 301 489-9 V1.4.1(2007-11)
☐ EN 301 908-2 V3.2.1(2007-05)	☒ EN 301 489-17 V2.1.1(2009-05)
☐ EN 301 893 V1.4.1(2005-03)	☐ EN 301 489-24 V1.4.1(2007-09)
☐ EN 302 544-2 V1.1.1(2009-01)	☐ EN 302 326-2 V1.2.2(2007-06)
☐ EN 50360:2001	☐ EN 302 326-3 V1.3.1(2007-09)
☐ EN 50371:2002	☐ EN 301 357-2 V1.3.1(2006-05)
☐ EN 50385:2002	☐ EN 302 623 V1.1.1(2009-01)

☒2006/95/EC-LVD Directive

☐ EN 60950-1:2006	☐ EN 60065:2002+A1:2006+A11:2008
☒ EN 60950-1:2006+A11:2009	

☒2009/125/EC-ErP Directive

Regulation (EC) No. 1275/2008	Regulation (EC) No. 278/2009
☒ EN 62301:2005	☐ EN 62301:2005
Regulation (EC) No. 642/2009	
☐ EN 62301:2005	Ver. 110101

☒CE marking

CE 1588 (EC conformity marking)

Position : **CEO**

Name : **Jerry Shen**

Signature : _____

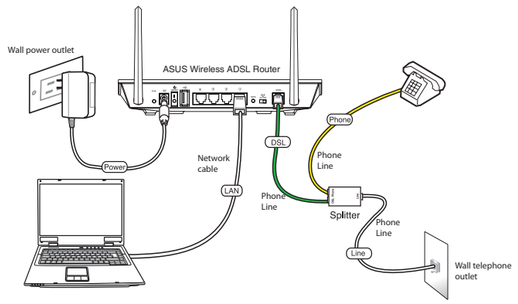
Declaration Date: Jan. 01, 2011

Year to begin affixing CE marking:2011

Q7032 / First Edition / Mar. 2012

Setting up a Home Network

1. Connect your devices.

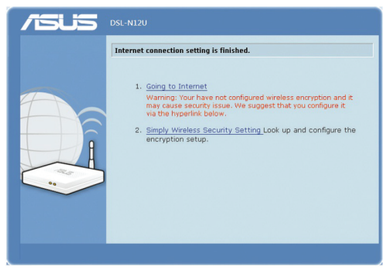


2. Before starting ADSL setting procedure, ensure that the ADSL indicator on DSL-N12U top panel become solid.

3. Launch the web browser and follow the Quick Internet Setup (QIS) steps.

NOTE: If the QIS web page does not appear after you launched the web browser, disable the proxy settings on the web browser.

4. Setup is completed.



English
1. Connect your devices.
2. Before starting ADSL setting procedure, ensure that the ADSL indicator on DSL-N12U top panel become solid.
3. Launch the web browser and follow the Quick Internet Setup (QIS) steps.
   *If the QIS web page does not appear after you launched the web browser, disable the proxy settings on the web browser.
4. Setup is completed.

Russian
1. Подключите Ваши устройства.
2. Перед настройкой ADSL, убедитесь, что индикатор ADSL, расположенный на верхняя панели DSL-N12U, горит.
3. Запустите браузер и следуйте инструкциям быстрой настройки интернета (QIS).
   *Если QIS страница не появилась при запуске браузера, отключите использование прокси-сервера в браузере.
4. Настройка завершена.

Русским пользователям мы рекомендуем настроить ADSL с помощью утилиты ADSL Setting Wizard с компакт-диска.

German
1. Schließen Sie Ihre Geräte an.
2. Vergewissern Sie sich bitte, dass die DSL-Anzeige am DSL-N12U dauerhaft leuchtet, bevor Sie die DSL-Einrichtung starten.
3. Starten sie einen Web-Browser und folgen sie den Internet-Schnelleinstellungsschritten (QIS).
   *wenn die QIS-Seite nicht erscheint, nachdem Sie den Webbrowser gestartet haben, deaktivieren Sie bitte die Proxy-Einstellungen Ihres Webbrowsers.
4. Die Einrichtung ist fertig.

Italian
1. Collegare le periferiche.
2. Prima di avviare la procedura di configurazione ADSL, assicurarsi che la spia dell'indicatore ADSL sul pannello superiore di DSL-N12U sia accesa in modo continuo.
3. Avviare il browser web e seguire la procedura QIS (Quick Internet Setup).
   * Se, dopo aver avviato il browser web, non si riesce a visualizzare la pagina web QIS, disattivare le impostazioni proxy del browser.
4. La configurazione è stata completata.

Lithuanian
1. Prijunkite prietaisus.
2. Prieš pradėdami ADSL nustatymo procedūrą, palaukite, kol ADSL indikatorius ant viršutinis DSL-N12U skydelio nebemirgės ir švies vientisa šviesa.
3. Paleiskite interneto naršyklę ir vadovaukitės greitos internetinės sąrankos (QIS) nuorodomis.
   *Jei paleidus interneto naršyklę neatsiveria QIS puslapis, dezaktyvuokite interneto naršyklės „Proxy" nustatymus.
4. Sąranka baigta.

Latvian
1. Savienojiet savas ierīces.
2. Pirms ADSL iestatīšanas procesa, lūdzu, pārliecinieties, ka ADSL indikators uz DSL-N12U paneļa augšas mirgot.
3. Palaidiet tīmekļa pārlūku un izpildiet Quick Internet Setup (Ātrās interneta palaišanas) (QIS) soļus.
   *Ja pēc tīmekļa pārlūka palaišanas QIS tīmekļa lapa neparādās, atspējojiet proxy iestatījumus tīmekļa pārlūkā.
4. Iestatīšana ir pabeigta.

Portuguese
1. Ligue os dispositivos.
2. Antes de iniciar o procedimento de configuração ADSL, certifique-se de que o indicador de ADSL no painel topo do DSL-N12U fica fixo.
3. Abra o browser da web e siga as instruções para configuração rápida da Internet.
   *Se a página Web da função QIS não for exibida ao iniciar o navegador Web, desactive as definições de proxy do navegador Web.
4. A configuração fica assim concluída.

Romanian
1. Conectați dispozitivele dvs.
2. Înainte de a începe procedura de setare pentru ADSL verificați ca indicatorul ADSL de pe panoul top DSL-N12U să fie aprins constant.
3. Lansați browser-ul web şi urmați pașii de Conectare Rapidă la Internet (QIS).
   *Dacă pagina web QIS nu apare după ce ați lansat browserul web, dezactivați setările proxy ale browserului web.
4. Conectarea este finalizată.

Polish
1. Podłącz swoje urządzenia.
2. Przed uruchomieniem procedury ustawień ADSL należy upewnić się, że świeci stałym światłem wskaźnik ADSL na panelu górny DSL-N12U.
3. Uruchom przeglądarkę internetową i postępuj zgodnie z poleceniami Szybkiej konfiguracji Internetu (QIS).
   * Jeżeli strona sieciowa QIS nie jest wyświetlana po uruchomieniu przeglądarki sieciowej, należy wyłączyć ustawienia proxy przeglądarki sieciowej.
4. Konfiguracja została zakończona.

Spanish
1. Conecte sus dispositivos.
2. Antes de iniciar el procedimiento de configuración de la conexión ADSL, asegúrese de que el indicador ADSL situado en el panel superior del router DSL-N12U se encuentre encendido.
3. Abra su explorador web y siga los pasos indicados por la función Quick Internet Setup rápida de Internet.
   * Si la página web de QIS no aparece tras abrir el explorador web, deshabilite la configuración proxy del explorador web.
4. Ha finalizado la configuración.

Indonesian
1. Sambungkan perangkat.
2. Sebelum memulai prosedur pengaturan ADSL, pastikan indikator ADSL pada DSL-N12U dari panel atas berwarna terang.
3. Aktifkan browser Web, kemudian ikuti langkah-langkah Quick Internet Setup (QIS).
   * Jika halaman Web QIS tidak muncul di layar setelah Anda mengaktifkan browser Web, nonaktifkan pengaturan proxy browser Web Anda.
4. Konfigurasi selesai.

Thai
1. เชื่อมต่ออุปกรณ์ของคุณ
2. ก่อนที่จะเริ่มกระบวนการตั้งค่า ADSL โปรดแน่ใจว่าตัวแสดงสถานะ ADSL บน DSL-N12U แผงด้านบน
3. เปิดเว็บเบราเซอร์ และทำตามขั้นตอน การตั้งค่าอินเตอร์เน็ตด่วน (QIS)
   *ถ้าเว็บเพจ QIS ไม่ปรากฏขึ้นหลังจากที่คุณเปิดเว็บเบราเซอร์ ให้ปิดการทำงานการตั้งค่า proxy ของเว็บเบราเซอร์
4. การตั้งค่าเสร็จสมบูรณ์

Ukrainian
1. Підключіть пристрої.
2. Перш ніж починати процедуру налаштування ADSL, будь ласка, переконайтеся, що індикатор ADSL на верхня панелі DSL-N12U не блимає.
3. Запустіть браузер і дотримуйтесь інструкцій для Швидкого з'єднання з мережею Інтернет (QIS).
   * Якщо веб-сторінка QIS не з'являється після того, як Ви запустили веб-браузер, вимкніть налаштування proxy веб-браузера.
4. Налаштування завершено.

French
1. Connectez les périphériques.
2. Supérieur de configurer votre connexion ADSL, assurez-vous que l'indicateur ADSL du DSL-N12U est allumé.
3. Lancez votre navigateur Web puis suivez les étapes du gestionnaire de configuration rapide d'Internet en ligne (QIS).
   * Si la page Web de QIS ne s'affiche pas lorsque vous lancez le navigateur Internet, désactivez les paramètres proxy du navigateur Internet.
4. La configuration est terminée.

Estonian
1. Ühendage seadmed.
2. Enne ADSL-i seadistusprotseduuri käivitamist veenduge, et ADSL-i indikaator DSL-N12U ülapaneelil helendab pidevalt.
3. Käivitage veebibrauser ja järgige viisardi Quick Internet Setup (Interneti-ühenduse kiirhäälestus (QIS)) samme.
   * Kui pärast veebibrauseri käivitamist QIS'i veebileht ei ilmu, siis keelake veebibrauseri puhvrisätted.
4. Häälestus on lõpule viidud.

Hungarian
1. Csatlakoztassa az eszközöket.
2. Mielőtt hozzáfogna az ADSL beállítások elvégzéséhez, győződjön meg arról, hogy a DSL-N12U előlapján lévő ADSL kijelző nem villog.
3. Indítsa el a webböngészőt, és kövesse a gyors internetes beállítás (QIS) lépéseit.
   * Ha a QIS weblap nem jelenik meg a böngészőprogram indítása után, tiltsa le a böngészőprogram proxy-beállításait.
4. A beállítás befejeződött.

Slovak
1. Pripojte svoje zariadenia.
2. Skôr, ako spustíte postup nastavenia ADSL skontrolujte, či indikátor ADSL na hornýpaneli DSL-N12U svieti nepreručovane.
3. Spustite internetový prehliadač a postupujte podľa krokov Stručného návodu pre nastavenie internetu (QIS).
   * Pokiaľ sa webová stránka QIS nezobrazí po spustení internetového prehliadača, deaktivujte proxy nastavenia internetového prehliadača.
4. Nastavenie je dokončené.

Czech
1. Připojte zařízení.
2. Před zahájením postupu nastavení ADSL zkontrolujte, zda indikátor ADSL na horní panelu zařízení DSL-N12U svítí.
3. Spusťte webový prohlížeč a postupujte podle kroků Rychlého nastavení Internetu (QIS).
   * Pokud se po spuštění webového prohlížeče nezobrazí webová stránka QIS, deaktivujte nastavení proxy webového prohlížeče.
4. Instalace je dokončena.

Finnish
1. Kytke laitteet.
2. Ennen ADSL-asetusproseduurin käynnistämistä varmista, että ADSL-ilmaisin DSL-N12U yläpaneeli sta tulee kiinteäksi.
3. Käynnistä verkkoselain ja noudata QIS-asennuksen vaiheita.
   * Jos QIS-verkkosivu ei tule näkyviin verkkoselaimen käynnistämisen jälkeen, ota verkkoselaimen proxy-asetus pois päältä.
4. Asennus on valmis.

Dutch
1. Sluit uw apparaten aan.
2. Voordat u begint met het instellen van de ADSL, moet u controleren of de ADSL-indicator op het DSL-N12U van boven paneel stabiel brandt.
3. Start de webbrowser en volg de QIS-stappen (Quick Internet Setup (snelle internetinstelling)).
   * Als de QIS-webpagina niet verschijnt nadat u de webbrowser hebt gestart, moet u de proxy-instellingen van de webbrowser uitschakelen.
4. De instelling is voltooid.

Bulgarian
1. Свържете устройствата.
2. Преди да стартирате процедурата по настройка на ADSL, уверете се, че ADSL индикаторът на DSL-N12U от горен панела свети непрекъснато.
3. Стартирайте уеб браузъра и следвайте стъпките в Quick Internet Setup (QIS) (Бързи интернет настройки).
   * Ако уеб сайтът QIS не се появи след като сте стартирали уеб браузъра, деактивирайте настройките на прокси сървъра на уеб браузъра.
4. Конфигурирането приключи.

Greek
1. Συνδέστε τις συσκευές σας.
2. Πριν ξεκινήσετε τη διαδικασία ρύθμισης του ADSL, σιγουρευτείτε ότι η ένδειξη ADSL στον πίνακα πάνω του DSL-N12U ανάβει σταθερά.
3. Εκκινήστε το πρόγραμμα πλοήγησης στο διαδίκτυο και ακολουθήστε τα βήματα της Γρήγορης Εγκατάστασης Internet (QIS).
   * Αν η ιστοσελίδα QIS (Γρήγορη Ρύθμιση Internet) δεν εμφανιστεί αφού εκκινήσετε το πρόγραμμα περιήγησης στο διαδίκτυο, απενεργοποιήστε τις ρυθμίσεις του διακομιστή μεσολάβησης από το πρόγραμμα περιήγησης στο διαδίκτυο.
4. Η εγκατάσταση έχει ολοκληρωθεί.

Turkish

1. Aygıtlarınızı bağlayın.
2. ADSL ayar prosedürünü başlatmadan önce, lütfen panelüst DSL-N12U'daki ADSL göstergesinin sürekli yandığından emin olun.
3. Web tarayıcınızı açın ve Quick Internet Setup (Hızlı İnternet Kurulumu) (QIS) adımlarını izleyin.
   *QIS web sayfası, web tarayıcınız başlatıldıktan sonra ekrana gelmiyorsa, web tarayıcınızın proxy ayarlarını devre dışı bırakın.
4. Kurulum tamamlanır.

Malaysian

1. Sambungkan peranti anda.
2. Sebelum memulakan prosedur tetapan ADSL, sila pastikan penunjuk ADSL pada DSL-N12U dari panel atas menjadi padu.
3. Lancarkan penyemak imbas web dan ikut langkah-langkah Persediaan Internet Pantas (QIS).
   *Jika laman web QIS tidak muncul setelah anda melancarkan web browser, mematikan tetapan proksi pada web browser.
4. Persediaan selesai.

Notices

ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components, as well as the packaging materials. Please go to http://csr.asus.com/english/Takeback.htm for the detailed recycling information in different regions.

REACH

Complying with the REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals) regulatory framework, we published the chemical substances in our products at ASUS REACH website at http://csr.asus.com/english/REACH.htm

Federal Communications Commission Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC/Canada Radiation Exposure Statement

This equipment complies with FCC/Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum 20cm between the radiator and your body.

IC Warning Statement

This device had been designed to operate with the antennas for a maximum gain 5dBi, antenna type: dipole.

Antennas not described as above are strictly prohibited for use with this device.

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

NOTICES:

- This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

- The Ringer Equivalence Number (REN) for this terminal equipment is **01**. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

AVIS :

- Le présent matériel est conforme aux spécifications techniques d'Industrie Canadaapplicables au matériel terminal. Cette conformité est confirmée par le numérod'enregistrement. Le sigle IC, placé devant le numéro d'enregistrement, signifie quel'enregistrement s'est effectué conformément à une déclaration de conformité et indique queles spécifications techniques d'Industrie Canada ont été respectées. Il n'implique pasqu'Industrie Canada a approuvé le matériel.
- L'indice d'équivalence de la sonnerie (IES) du présent matériel est de **01**. L'IESassigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent êtreraccordés à une interface téléphonique. La terminaison d'une interface peut consister en unecombinaison quelconque de dispositifs, à la seule condition que la somme d'indicesd'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bass unit of this equipment is a label that contains, among other information, a product identifier in the format US: **ASUDL01BDSLN12U**. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: **ASUDL01BDSLN12U**. The digits represented by **01** are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If your equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact the following address and phone number for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Company: ASUS Computer International
Address: 800 Corporate Way, Fremont, California 94539, USA
Tel no.: +1-510-739-3777

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Declaration of Conformity for R&TTE directive 1999/5/EC

Essential requirements – Article 3

Protection requirements for health and safety – Article 3.1a

Testing for electric safety according to EN 60950-1 has been conducted. These are considered relevant and sufficient.

Protection requirements for electromagnetic compatibility – Article 3.1b

Testing for electromagnetic compatibility according to EN 301 489-1 and EN 301 489-17 has been conducted. These are considered relevant and sufficient.

Effective use of the radio spectrum – Article 3.2

Testing for radio test suites according to EN 300 328- 2 has been conducted. These are considered relevant and sufficient.

CE Mark Warning

This is a Class B product, in a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Operation Channels: Ch1~11 for N. America, Ch1~14 Japan, Ch1~13 Europe (ETSI)

Manufacturer

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Tel: +90 212 3311000

Address: AYAZAGA MAH. KEMERBURGAZ CAD. NO.10 AYAZAGA/ISTANBUL

CIZGI Elektronik San. Tic. Ltd. Sti.

Tel: 0090 2123567070

Address: CEMAL SURURI CD. HALIM MERIC IS MERKEZI No:15/C D: 5-6 34394 MECIDIYEKOY/ ISTANBUL

EEE Yönetmeliğine Uygundur.

France

Limited implementation

The outdoor use is limited to 10 mW e.i.r.p. within the band 2454- 2483.5 MHz. Military Radiolocation use. Reframing of the 2.4 GHz has been ongoing in recent years to allow current relaxed regulation. Full implementation planned 2012

Italy

For private use, a general authorization is required if WAS/RLAN's are used outside own premises. For public use, a general authorization is required.

Norway

Implementation

This subsection does not apply for the geographical area within a radius of 20 km from the centre of Ny-Ålesund

Russian Federation

Limited implementation

1. SRD with FHSS modulation

1.1. Maximum 2.5 mW e.i.r.p.

1.2. Maximum 100 mW e.i.r.p. Permitted for use SRD for outdoor applications without restriction on installation height only for purposes of gathering telemetry information for automated monitoring and resources accounting systems. Permitted to use SRD for other purposes for outdoor applications only when the installation height is not exceeding 10 m above the ground surface.

1.3.Maximum 100 mW e.i.r.p. Indoor applications

2. SRD with DSSS and other than FHSS wideband modulation

2.1. Maximum mean e.i.r.p. density is 2 mW/MHz. Maximum 100mW e.i.r.p.

2.2. Maximum mean e.i.r.p. density is 20 mW/MHz. Maximum 100mW e.i.r.p. It is permitted to use SRD for outdoor applications only for purposes of gathering telemetry information for automated monitoring and resources accounting systems or security systems.

2.3. Maximum mean e.i.r.p. density is 10 mW/MHz. Maximum 100 mW e.i.r.p. Indoor applications

Ukraine

Limited implementation

e.i.r.p. ≤100 mW with built-in antenna with amplification factor up to 6 dBi

Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
Australia	1300-2787-88	English	9:00-18:00	Mon. to Fri.
Austria	0043-820240513	German	9:00-18:00	Mon. to Fri.
Belgium	0032-78150231	Dutch /French	9:00-17:00	Mon. to Fri.
China	800-820-6655; 021-34074610	Simplified Chinese	9:00-18:00	Mon. to Sun.
Denmark	0045-3832-2943	Denish/English	9:00-17:00	Mon. to Fri.
Finland	00358-9693-7969	Finnish/English/Swedish	10:00-18:00	Mon. to Fri.
France	0033-170949400	France	9:00-17:45	Mon. to Fri.
Greece	00800-44-14-20-44	Greek	9:00-13:00; 14:00-18:00	Mon. to Fri.
Hong Kong	3582-4770	Cantonese/Chinese/English	10:00-20:00 10:00-17:00	Mon. to Fri. Sat.
Ireland	0035-31890719918	English	9:00-17:00	Mon. to Fri.
Japan	0800-123-2787	Japanese	9:00-18:00 9:00-17:00	Mon. to Fri. Sat. to Sun.
Malaysia	+603 2148 0827 (Check Repair Detail Status Only) +603-6279-5077	Bahasa Melayu/English	10:00-19:00	Mon. to Fri.
Netherlands / Luxembourg	0031-591-570290	Dutch / English	9:00-17:00	Mon. to Fri.
New Zealand	0800-278-788 / 0800-278-778	English	9:00-17:00	Mon. to Fri.
Norway	0047-2316-2682	Norwegian /English	9:00-17:00	Mon. to Fri.
Philippine	+632-636 8504; 180014410573	English	9:00-18:00	Mon. to Fri.
Poland	00225-718-033; 00225-718-040	Polish	9:00-17:00 8:30-17:30	Mon. to Fri.
Portugal	707-500-310	Portuguese	9:00-17:00	Mon. to Fri.
Russia	+8-800-100-ASUS; +7-495-231-1999	Russian/ English	9:00-18:00	Mon. to Fri.
Singapore	+65-6720-3835 (Check Repair Detail Status Only) -66221701	English	11:00-19:00	Mon. to Fri.
Slovak	00421-232-162-621	Czech	8:00-17:00	Mon. to Fri.
Spain	902-88-96-88	Spanish	9:00-18:00	Mon. to Fri.
Sweden	0046-8587-6940	Swedish/ English	9:00-17:00	Mon. to Fri.
Switzerland	0041-848111010 0041-848111014 0041-848111012	German/French French Italian	9:00-18:00 9:00-17:45 9:00-17:00	Mon. to Fri. Mon. to Fri. Mon. to Fri.
Taiwan	0800-093-456; 02-81439000	Traditional Chinese	9:00-12:00; 13:30-18:00	Mon. to Fri.
Thailand	+662-679-8367 -70; 001 800 852 5201	Thai/English	9:00-18:00	Mon. to Fri.
Turkey	+90-216-524-3000	Turkish	09:00-18:00	Mon. to Fri
United Kingdom	0044-870-1208340; 0035-31890719918	English	9:00-17:00	Mon. to Fri.
USA/Canada	1-812-282-2787	English	8:30am-12:00am EST (5:30am-9:00pm PST) 9:00am-6:00pm EST (6:00am-3:00pm PST)	Mon. to Fri. Sat .to Sun.

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